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ARIZONA CORPORATION COMMISSION

DOCKET CONTROL

2016 OCT 3 AM 9 15

September 30, 2016

To: Docket Control

RE: ARIZONA PUBLIC SERVICE – Customer Comments

Docket No. E-01345A-16-0036 and E-01345A-16-0123

Please docket the attached 7 customer comments regarding the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

OCT 03 2016

DOCKETED BY	<i>Yh</i>
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E-01345-16-0123

E-01345A-16-0036

Arizona Corporation Commission Utilities Complaint Form

Investigator: Roxanne Best **Phone:** <<< REDACTED >>> **Opinion Date:** 9/28/2016
Opinion Number: 2016 - 134882 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Demand/ Opposed **Closed Date:** 9/28/2016 5:03 PM

First Name: Faith **Last Name:** Leeper **Account Name:** Faith Leeper
Address: <<< REDACTED >>>
City: Sun City **State:** AZ **Zip Code:** 85351
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036 **Docket Position:** Against

As an APS ratepayer and Sun City Resident, I strongly object to the APS recommendation for Mandatory Demand Charges. Please vote against Mandatory Demand Charges.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
9/28/2016	Roxanne Best	Web Submission	Investigation

Comments noted for record and docketed. Closed.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 8/25/2016
Opinion Number: 2016 - 134154 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 9/29/2016 2:39 PM

First Name: Deborah **Last Name:** Anders **Account Name:** Deborah Anders
Address: <<< REDACTED >>>
City: Surprise **State:** AZ **Zip Code:** 85378
Cell: <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

I live in a one bed room. one bathroom with a full washer and dryer, downstairs from a 2 story building.
\$230.00 seems extstream for one month.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 8/25/2016
Opinion Number: 2016 - 134153 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 9/29/2016 2:36 PM

First Name: Linda **Last Name:** Drennen **Account Name:** Linda Drennen
Address: <<< REDACTED >>>
City: Anthem **State:** AZ **Zip Code:** 85086
Cell: <<< REDACTED >>> **Email:** <<< REDACTED >>> **Home:** <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

With all the solar available, rates should be going down, not increasing. The new peak rates suggested are ridiculous.

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 8/25/2016
Opinion Number: 2016 - 134158 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Demand/ Opposed **Closed Date:** 9/29/2016 2:42 PM
 Rate Case Items - Opposed

First Name: Chris **Last Name:** Smith **Account Name:** Chris Smith
Address: <<< REDACTED >>>
City: Peoria **State:** AZ **Zip Code:** 85345
Cell: <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036 **Docket Position:** Against

It is incredulous to charge consumers a maximum average based on a one hour peak consumption, for the remaining time period with varying amounts of actual electricity used. If a business loses customers to a rival superior product (solar), the company should not raise product prices (rates) through the roof. This is a poor business model. Please do not allow APS to change to the high demand rate. It is acceptable to increase the customer monthly service fee to account for the "infrastructure improvements"

E-01345A-16-0036

E-01345A-16-0123

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 8/25/2016

Opinion Number: 2016 - 134159 **Priority:** Respond within 5 business days

Opinion Codes: Rate Case Items - Demand/ Opposed **Closed Date:** 9/29/2016 2:43 PM

First Name: Bridget **Last Name:** Tomson **Account Name:** Bridget Tomson

Address: <<< REDACTED >>>

City: Scottsdale

State: AZ

Zip Code: 85254

Home: <<< REDACTED >>>

Company: Arizona Public Service Company

Division: Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

It is not fair to base an entire bill on one hour a day. Also the time listed is when people are cooking, showering and doing dishes. They pick the time that benefits APS the most. The fees are already outrageous.

E-01345A-16-0036

E-01345A-16-0123

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Deborah Reagan **Phone:** <<< REDACTED >>> **Opinion Date:** 8/25/2016
Opinion Number: 2016 - 134161 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 9/29/2016 2:45 PM

First Name: Joni **Last Name:** Corby **Account Name:** Joni Corby
Address: <<< REDACTED >>>
City: Black Canyon City **State:** AZ **Zip Code:** 85324
Cell: <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036 **Docket Position:** Against
This is price gouging in my opinion.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Mary Mee **Phone:** <<< REDACTED >>> **Opinion Date:** 9/26/2016
Opinion Number: 2016 - 134834 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 9/26/2016 8:26 AM

First Name: Jeff **Last Name:** Case **Account Name:** Jeff Case
Address: <<< REDACTED >>>
City: Prescott **State:** AZ **Zip Code:** 86305
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: Arizona Public Service Company **Division:** Electric

Nature Of Opinion

Docket Number: E-01345A-16-0036

Docket Position: Against

Gentlemen; APS asks for a rate increase every year to replace and upgrade equipment. I have to wonder how much of the rate they charge based on passed rate requests is not going to equipment replacement. I also have to ask how much Pinnacle is siphoning off of APS preventing it from efficiently doing its job. maybe its time to force pinnacle to own something else beside APS and stop sucking the life blood out of APS. better yet, how about changing the formula for rates to earned on investment like California does and stop this crap. AZ is mostly retired people and we cannot afford these constant rate increases and Pinnacles officers certain do not warrant another raise. just say no, or the retirees will move out of AZ as will the businesses and their employees and then APS can supply power to the prairie dogs and rattle snakes. They are killing the economy. Put a ten year freeze on rates! or on Pinnacle's management's salaries. we just can't afford APS.

Investigation

Date:	Analyst:	Submitted By:	Type:
9/26/2016	Mary Mee	Telephone	Investigation

Comments noted for the record and docketed. CLOSED
